



Winter Newsletter 2021

Customers Get Together !! We have been investing in your home....Bathrooms at Globe Street

It has been sometime since customers and staff have been able to get together. We managed though with a Cheese and Wine event on 3 No-



vember at St Andrew's Welcome Centre. The event provided a relaxed atmosphere where we were able to meet customers and tell them about what has been happening at HHA and about our future plans.

We also asked customers that attended to tell us about one thing that they would like HHA to do differently and this is what they said:

" happy with how things are being done but would like to know more about what is happening in HHA on a more regular basis"

" Don't need to change or do things differently just keep doing what you are doing"



If you think we should be doing things differently then let us know! Better still have your say by coming along and joining in next year for a great evening getting to know about the things HHA are doing and meet other customers. Details in the Summer Newsletter !!



Before



After

HHA has recently invested over £30k in providing new bathrooms for our customers on Globe Street. The contractor, City One, are new to the Association and we were impressed with the way they have carried out the work. We carried out a survey on each property once the work was completed, to see how customers rated the contractor and of course their new bathroom.

Customers have been very pleased with both the contractor and the work that has been carried out.

Christmas is coming

The Christmas period is upon us again and just so you are aware staff will not be in the office from -

Friday 24 December @ 5pm

until

Tuesday 4 January @ 9am



During the festive break the office will be operating an **Emergency only service**. Please note that any repairs reported will only involve making things safe.

Keep Your Gas Contact number handy

Please make sure that you keep the fridge magnet we sent you handy, this has the number for Sure, (should you need another one just give us a ring and we will get one to you). If you have an issue with your central heating or hot water you can ring them direct, this will speed up a response for an appointment. Just in case you have lost the number it is **SURE 0151 728 5760**.



Neighbourhood what's in a name?

The work that Frances, Ifrah and Robert does involves work in your neighbourhood and making sure we improve things for you, in your community, making it a better place to live. This work demonstrates how we deliver our values of being, Local, Approachable and Customer-Focused. To embed this we are changing their job titles. The change is fully supported by your Customer Liaison Committee. They agreed that we are reflecting the work that they carry out and so Neighbourhood Officers more accurately reflects this. So from January 2022 Frances will be your Neighbourhood Officer, Ifrah will be Assistant Neighbourhood Officer and Robert will be Apprentice Neighbourhood Team.

Are you covered?

Have you got contents insurance? Your items in your home are NOT covered by the Buildings Insurance which HHA pay for. You do need to get your own contents insurance for your possessions to ensure that you do not lose out. You would then be compensated if there's a burglary or your things are damaged by something like a fire or burst pipe. Did you know that between 60% and 80% of renters do not get their possessions insured. HHA would encourage all customers to provide their own contents insurance and you can shop around for the best deals that also let you pay weekly if that helps. You can shop for the best deals on the comparison websites. If you need to access the internet then make an appointment at the office and we will help.

New Homes in Birstwith

HHA have recently acquired 5 new homes for people on West House Gardens, Birstwith. These consist of 2 x 3 bed homes and 3, 2 bed homes all for rent. Our new customers have all moved in and will spend Christmas in their new homes.

Don't forget the Rent

We know that this is a very expensive time of the year but please don't start the New Year with a debt. For those who have made agreements to pay your rent plus an amount please make sure you do not fall behind on this arrangement. Ensure payment for your rent is made as usual. If you are struggling please contact us on 01423 884018 and our staff will be able to help you.

Are you Planning for Platinum?

If your street, scheme or estate are planning to celebrate the Queen's Platinum Jubilee on the extra bank holiday weekend starting on Friday 3rd June, then let us know as we would love to help with your celebrations!! Contact us at the office and let us see how we can help !!

Officers-



Look out for our Facebook Page



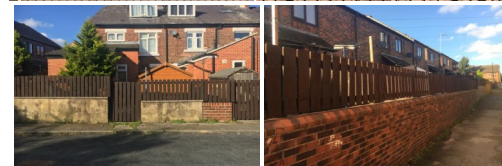
We are currently working to launch our Facebook page. It's hoped that we will be able to provide some useful information on what is happening in HHA for our customers. Hopefully you will find this useful. Customers asked us to keep them informed on what we are doing on a more regular basis, as our recent feedback from the Cheese and Wine event stated. We hope this will be a great way of doing this.

Sprucing up the Neighbourhood for a better place to live!

HHA have been carrying out works to make our neighbourhoods look cleaner and brighter. So we commissioned Harrojet contractors to clean out the carparking areas to Avenue Grove and Globe Street. Customers were really happy with the results. In addition we also gave the area a thorough de weeding and clean up. Our contractors Bagnalls and Mitie were asked to carry out painting work to our fencing and properties as part of our ongoing commitment to investing in our communities. I think that the improvements have made a big difference.



Cleaning of Car Park Areas



Painting Properties in Starbeck

Still Going Green !

In our last Newsletter we told customers about our hope to invest in some of properties by making use of the Green Homes Grant. The work would allow us to provide additional extra insulation to 37 properties which would improve the thermal comfort of these homes. Our application is still being reviewed by the government Green Homes Team. It is taking some time but please be assured that we have been pushing them for progress, even raising the matter with the local MP and we hope that this pressure will prove successful shortly. We will keep you informed!!

Merry Christmas and a Happy New Year!

All staff and Board members would like to wish our customers a happy Christmas and New Year.

